AMENDMENTS TO THE CLAIMS:

Please cancel claims 1- 36 without prejudice or disclaimer of the subject matter contained therein.

This listing of claims will replace all prior versions, and listings, of claims in the application:

37. (New)   A system for connecting a call center to a customer computer having a customer IP address, the system comprising a server configured to transmit a page having a URL for presentation on a remote customer computer, the page including a remote help option which when selected generates a help request form including the customer IP address, and the server further configured to forward the generated help request form to the call center.

38. (New)   The system according to claim 37 wherein the request form further comprises a field for filling in a customer preferred time for call-back.

39. (New)   The system according to claim 37 in which the request form further comprises said URL.

40. (New)   A call center comprising:

an interface configured to receive information provided in a help request form, the information comprising a customer's IP address; and

a dialing system coupled to the interface and configured to establish a voice over IP connection to the IP address identified in the help request form.

41. (New)   The call center according to claim 40 wherein the help request form further comprises a field for a customer preferred time for call-back, wherein the call center further comprises a message manager configured to record help request form information and associated preferred call-back times, and wherein the dialing system is further configured to establish voice over IP connections at specified times according to the preferred call-back times in the help request forms.

42. (New)   The call center according to claim 40 further comprising a management information system configured to determine an anticipated wait time when no live agent is available for immediate help.

43. (New)   The call center according to claim 42 wherein the interface is further configured to send a message back to the customer with the anticipated wait time.

44. (New)   The call center according to claim 41 further comprising a management information system configured to determine an anticipated wait time when no live agent is available for immediate help, and wherein the message manager is further configured to send a message back to the customer with the anticipated wait time.

45. (New)   The call center according to claim 40 further comprising an agent interface for providing a call center agent with customer relevant information.

46. (New)   The call center according to claim 40 in which the request form further comprises a URL indicating from which page the customer has requested help and with which the agent can set up an agent computer at the same page.

47. (New)   The system according to claim 37 further comprising an HTTP form exchange mechanism through which to provide help to the customer.

48. (New)   An automated call distribution system comprising a server and a call centre, the server providing network service to a customer terminal, with the server comprising one or more pages downloadable to the customer terminal operable to provide a remote help option selectable by a user of the customer terminal, and upon selection of the remote help option, send a help request to the call centre identifying a contact channel through which the user of the customer terminal can be reached;

      the call centre being operable to receive the help request and to contact the user of the customer terminal using the contact channel identified in the help request;

      wherein the remote help option provides for the selection of one of a plurality of

different contact channels.

49. (New)   An automated call distribution system comprising a server and a call centre, the server providing network service to a customer terminal, with the server comprising one or more pages downloadable to the customer terminal and being operable to provide a remote help option selectable by a user of the customer terminal, and upon selection of the remote help option, to send a help request to the call centre identifying a contact channel through which the user of the customer terminal can be reached;

the call centre being operable to receive the help request and to contact the user of the customer terminal using the contact channel identified in the help request;

wherein the remote help option provides for the selection of either a voice over IP connection or a PSTN connection as the contact channel.

50. (New)   A help requesting apparatus for conveying help requests to a call centre, the apparatus comprising:

a WWW server configured to provide access by customers to a web page including a help request interface for receiving requests for help from customers; and

CGI (Common Gateway Interface) programs for communicating the requests for help to the call centre.

51. (New)   The apparatus according to claim 50 wherein the help request comprises a URL and a phone number or IP address.

52. (New)   The apparatus according to claim 50 further adapted to receive anticipated wait times from the call centre through the CGI interface and to send messages back to the customers with anticipated wait times.

53. (New)   A multi-media message management system comprising a server, a multi-media message manager and a call centre, wherein:

the server is adapted to provide information content to users through a data network and for receiving help requests from users through the data network;

the multi-media message manager is connected to a plurality of contact channels of at

4

least two different types, and is adapted to collect help requests received through each of these channels and to produce a combined list of contacts to be made; and

the multi-media message manager is also connected to the call centre for coordinating the delivery of help responses on the basis of the combined list and for allowing an agent or supervisor to review all of the help requests and prioritize and schedule the combined list.

54. (New)   The multi-media message management system according to claim 53 wherein at least one of the help requests includes a preferred callback time specified by a user, wherein the multi-media message manager prioritizes the combined list taking the preferred callback time into account.

55. (New)   The multi-media message management system according to claim 53 adapted to receive help requests through contact channels comprising one or more of voice mail, E-mail, WWW, IVR, and ADSI IVR.

56. (New)   The multi-media message management system according to claim 53 wherein the call centre is adapted to make calls through PSTN and voice over IP channels.

57. (New)   The multi-media message management system according to claim 53 further comprising a management information system in the call centre for making an estimate of an anticipated caller wait time or other parameters and for passing the estimated anticipated caller wait time to the multi-media message manager, which coordinates forwarding the information to the caller through an appropriate contact channel.

58. (New)   An inbound call processing system for processing calls from users of web pages having URLs, the system comprising:

a CLID lookup database containing telephone numbers of customers;

an ACD system for handling calls from users by distributing them to one of a plurality of agent workstations; and

a CTI server for sensing all users querying different URLs in real time and for performing a look-up into the CLID database to correlate CLIDs with URLs, and for providing, for each call, the URL to the agent handling the call from a given CLID.